



Product: CETIS Dialer for Lync

## **User Guide: CETIS Dialer for Lync**

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Dear customer

Congratulation for using CETIS Dialer For Lync. In case you miss any feature or experience a problem in using our product, please contact us. Some undocumented features are built-in in our product, which may help to solve specific problems. Also, we will be glad to enhance our product to meet your individual requirements.

Your CETIS support team  
support@cetis.ch

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## 1 INTRODUCTION

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**CETIS® Dialer for Lync™**<sup>1</sup> (in this document sometimes also referred as **CETIS Dialer**) is a software add-on for the Lync client. Lync is the software for unified communication from Microsoft®.

This document contains information for Users and Administrators of CETIS Dialer For Lync.

CETIS Dialer For Lync enables the User to select a Target (phone number or SIP address) on the screen, and press a pre-defined hotkey to initiate a Lync call to the selected Target.

Further information will be available at the Web site of Cetus Inc. You will find the appropriate link in the **About box** of the CETIS Dialer.

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## 2 OPERATION

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### 2.1 Initiating Phone Calls

To initiate a phone call, the User selects a Target (phone number or SIP address) on the screen of his computer, and then, the User presses the *Call Shortcut key*. This operation is also called "*Select, Click-and-Dial*".

Depending on configuration of CETIS Dialer For Lync, there are two modes of operation:

- Indirect Calling is ON (see paragraph 2.1.1):  
CETIS Call Box always opens before call is initiated.

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<sup>1</sup> CETIS is a registered trademark of Cetus Inc., Lync is a trade mark of Microsoft Corp.

- Indirect Calling is OFF (see paragraph 2.1.2):  
CETIS Call Box opens only if Target seems to be invalid.

For configuring Direct Calling or Indirect Calling, refer to paragraph 4.2.4 "Direct Calling or Indirect Calling" on page 14.

### 2.1.1 Initiating phone calls if 'Indirect Calling' is ON

#### Procedure:

1. Select a Target (phone number or SIP address) in the active window on your screen.
2. Press the Call Shortcut key.  
The Call Box (see Figure 1 – CETIS Call Box) opens and displays in the **Target** field the phone number or SIP address that will be sent to Lync to initiate the call.  
The default Call Shortcut key is F8; to configure the Call Shortcut key, refer to paragraph 4.2.1 "Call Shortcut key" on page 12.
3. Check the displayed Target (phone number or SIP address) and edit the Target text if necessary.  
For phone numbers only:  
Underneath the displayed phone number CETIS Dialer shows the country (or territory) where the call will be targeted to.  
If CETIS Dialer did not evaluate the right country, use the drop down box **To**, to switch to the appropriate country/territory. For further information refer to paragraph 2.3 "Recognizing phone numbers".  
CETIS Dialer For Lync reformats phone numbers to display them in a format common for the destination country.
4. Click the Call button to send the displayed Target to Lync in order to initiate the call, or press **Cancel** to abort the operation.  
If the Call button is greyed out, the Target is not a valid phone number or a valid SIP address; edit the Target or click on Cancel.<sup>2</sup>

<sup>2</sup> In some versions of the CETIS Dialer for Lync software, the Call button is still active even when the target is recognized as having an illegal format.

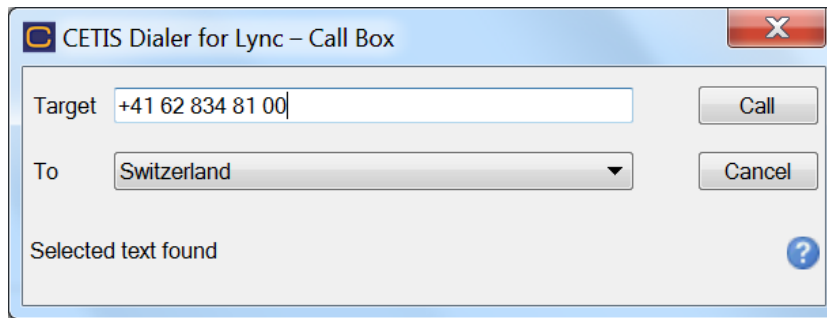


Figure 1 – CETIS Call Box

## 2.1.2 Initiating phone calls if 'Indirect Calling' is OFF

### Procedure:

1. Select a Target (phone number or SIP address) in the active window on your screen.
2. Press the Call Shortcut key.

The selected Target (phone number or SIP address) will be sent to Lync in order to initiate the call.

The default Call Shortcut key is F8; to configure the Call Shortcut key, refer to paragraph 4.2.1 "Call Shortcut key" on page 12.

If within the selected text CETIS Dialer cannot recognize a valid Target, the CETIS Call Box opens automatically. In this case continue at step 3 of paragraph 2.1.1 "Initiating phone calls if 'Indirect Calling' is ON".

## 2.2 Context Menu in Info bar


The CETIS Context Menu is launched by clicking to the CETIS Symbol  at the Info bar of Windows.



Figure 2 – CETIS Context Menu

The Context Menu is slightly different between the Personal Edition and the Enterprise Edition:

***Personal Edition of CETIS Dialer For Lync***

|                              |                       |
|------------------------------|-----------------------|
| Settings...                  | (see paragraph 2.2.2) |
| About...                     | (see paragraph 2.2.1) |
| Check for program updates... | (see paragraph 2.2.3) |
| Exit                         | (see paragraph 2.2.2) |

***Enterprise Edition of CETIS Dialer For Lync***

|             |                       |
|-------------|-----------------------|
| Settings... | (see paragraph 2.2.2) |
| About...    | (see paragraph 2.2.1) |
| Exit        | (see paragraph 2.2.4) |

**2.2.1 Menu item 'About...'**

Clicking on **About...**, opens the About box (see sample in Figure 3 - About Box - contains software version, license info etc.) to show some key data about CETIS Dialer For Lync.

**2.2.2 Menu item 'Settings...'**

Clicking on **Settings...**, opens the Settings dialog box (see sample in Figure 5 – Dialog box 'Settings for CETIS Dialer For Lync' (Personal Edition)' on page 17).

How to use the CETIS Settings dialog box is explained in chapter 4 "Configuring CETIS Dialer for Lync" on page 10.



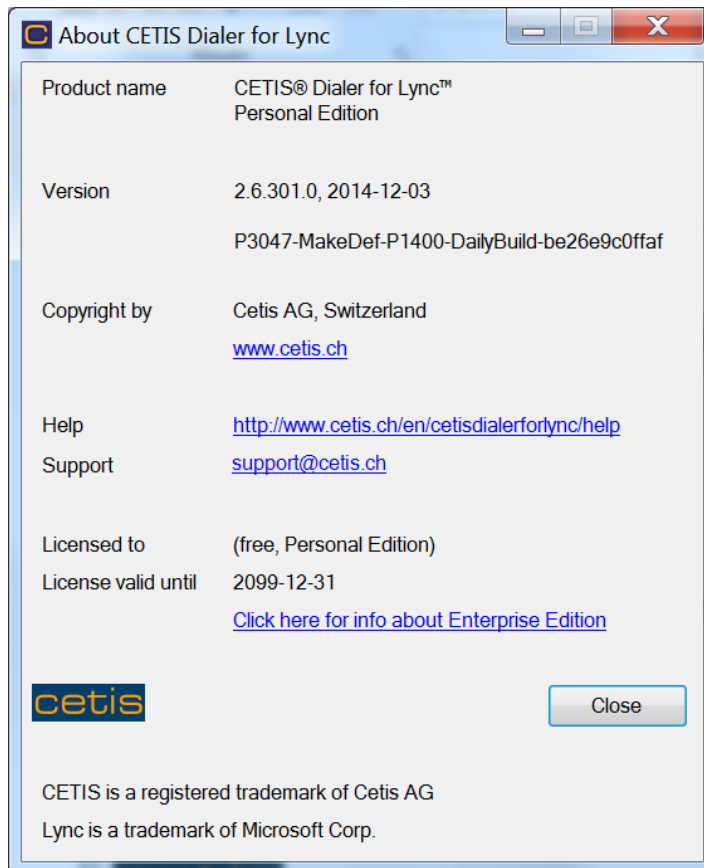


Figure 3 - About Box - contains software version, license info etc.

### 2.2.3 Menu item 'Check for update...'

This menu item is not available in the Enterprise Edition of CETIS Dialer For Lync.

Clicking **Check for program updates...**, will check if there is a software update available.

For more information refer to paragraphs

- 6.2 "Manually initiated software updates" on page 28, and
- 6.3 "General information about software updates" on page 29.

### 2.2.4 Menu item 'Exit'

Clicking on **Exit** terminates the program CETIS Dialer For Lync.

See also paragraph 3.2 "Stopping the program".

## 2.3 Recognizing phone numbers

CETIS Dialer For Lync will cut off any selected superfluous text before and after the phone number.

CETIS Dialer For Lync recognizes and decodes several phone number formats within the selected text:

- Numbers without a Country Calling Code will usually be recognized as domestic phone numbers.

This is true if the Country Calling Code is configured according to your country (e.g. "CH" for Switzerland or "US" for United States). See paragraph 4.2.2 "Default Country" on page 13 for configuring the Default Country.

- Numbers with six or less digits will be recognized as internal phone numbers.

If the maximum length of internal numbers in your company is shorter than six digits, it is highly recommended to configure CETIS Dialer For Lync accordingly. Refer to paragraph 4.2.6 "Maximum Length of internal phone numbers" on page 15 for how to accomplish it.

CETIS Dialer displays the detected country in the Call Box. The User may override the displayed country by clicking the down arrow of the dropdown box **To**, and selecting the appropriate country from the list.

### Note

Several countries may use the same Country Calling Code. E.g. "+7" is used by Russia and by Kazakhstan or "+1" is used by United States, Canada, and about 20 other territories.

Therefore CETIS Dialer may display several countries in the **To** field of the Call Box. If there is not enough room to display all the referred countries, the User may hover with the mouse over the **To** field to trigger a tooltip containing all countries referred.

### Examples for phone number recognition

| Configured Default Country | Selected text                        | Displayed Target | Displayed Country in 'To' field                      |
|----------------------------|--------------------------------------|------------------|--|
| CH                         | Please call (062) 834 8100 any time. | +41 62 834 81 00 | Switzerland  |
| CH                         | 0041 (062) 834 8100                  | +41 62 834 81 00 | Switzerland  |
| CH                         | +1 555-0123                          | +1 5550123       | United States, Antigua and Barbados, Anguilla, Am... |
| CH                         | Switchboard 1111                     | 1111             | Internal phone number                                |
| US                         | Switchboard 1111                     | 1111             | Internal phone number                                |
| US                         | 555-0123                             | +1 5550123       | United States, Antigua and Barbados, Anguilla, Am... |
| US                         | +41 (062) 834 8100                   | +41 62 834 81 00 | Switzerland  |
| US                         | 01141 (062) 834 8100                 | +41 62 834 81 00 | Switzerland  |

**Tip** The Default Country must not necessarily be configured to the country where you are located. For instance: If you are located in the US but most of the time you are visiting Web pages from France and calling phone numbers from French Web pages, then it may be an advantage to set your Default Country to "FR" instead of "US".

**Note** Changing the Default Country will not change the language of the user interface (see also paragraph 4.2.5 "User interface language" on page 15).

## 2.4 Clipboard

CETIS Dialer uses the Windows clipboard temporarily to read the selected text from the active window. Depending on configuration, the original content of clipboard is either lost (i.e. overwritten by the selected text) or preserved.

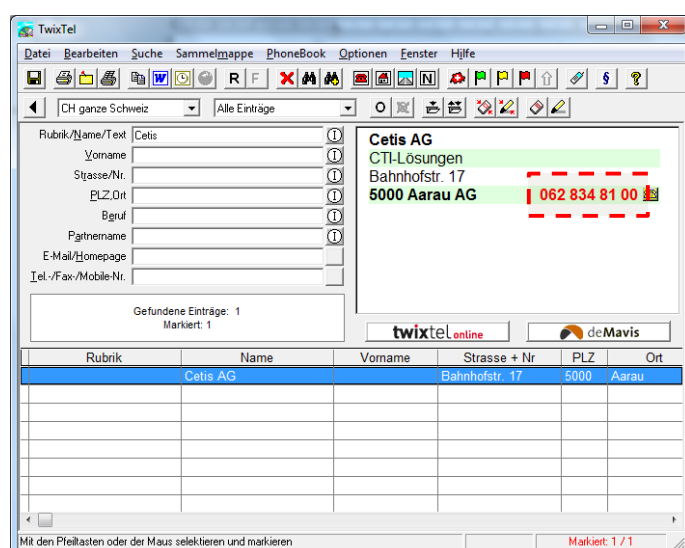
In case CETIS Dialer is configured to preserve (i.e. save and restore), the clipboard, recognition of the phone number may be delayed. The delay depends on the size of the original contents of the clipboard. If it takes a longer time to handle the clipboard, CETIS Dialer may display an appropriate message above the info bar.

More information about the clipboard behavior and how to configure it will be found in paragraph 4.2.7 "Preserving Clipboard contents" on page 15.

## 2.5 Specifics when using TwixTel

TwixTel is a phone directory and an associated program popular in Switzerland. This program, together with its related data base, is available on CD ROM.

The User cannot select TwixTel phone number using CETIS Dialer in the usual way. Instead, the User needs to draw a fictional rectangle around the phone number in the same way as he or she would select a graphical object.



**Figure 4 – TwixTel:** Thse election of the number is accomplished by drawing a virtual rectangle (similar to selecting a graphical object)

**Note** You may prefer to configure TwixTel to communicate directly with Lync, instead of using the unfamiliar way to dial numbers as depicted above.

---

## 3 STARTING AND STOPPING THE PROGRAM

---

### 3.1 Starting the program

CETIS Dialer is started by executing the file *Cetis.Dialer.exe*.

This can be accomplished in several ways, e.g.

- automatically during logon, or
- manually by using the Windows Start button and choosing the appropriate program entry.

Refer to paragraph 4.2.8 "Automatic start after logon" on page 16 about configuring whether CETIS Dialer should start up automatically after logon.

#### Procedure to manually start the CETIS Dialer For Lync program


1. Click the Windows START button.
2. Click on **All Programs**, then **CETIS**, and then **CETIS Dialer For Lync**

As soon as the CETIS Dialer program runs, the CETIS symbol  will appear in the info bar (showing the Tooltip *CETIS Dialer For Lync*).

### 3.2 Stopping the program

Typically, CETIS Dialer For Lync is always active after Logon. If for some reason, there is a need to shut it down, it can be accomplished using the CETIS symbol in the info bar.

#### Procedure

1. Click with the left mouse button on the CETIS symbol  in the info bar.

Refer to paragraph 2.2 "Context Menu in Info bar" on page 3 to find out where the info bar resides.

2. In the context menu, click **Exit**.

The program CETIS Dialer For Lync shuts down, and the CETIS symbol disappears from the info bar.

**Note** If it is not possible to shut down CETIS Dialer For Lync as described above, the last resort is to end the task using the Task Manager:

- i) Start Task Manager, select tab 'Processes'
- ii) Select the process *Cetis.Dialer.exe*

- iii) Click on button 'End Process'.

---

## 4 CONFIGURING CETIS DIALER FOR LYNC

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### 4.1 Four Levels of Settings Configuration

Settings differing from the values pre-set by the CETIS Dialer software are stored by the CETIS Dialer program in a configuration file called **CetisDialerForLyncSettings.xml**. In paragraph 4.5 "Settings file" you will find a sample of this file.

Settings exist on four levels:

a) *Pre-set settings (hard-coded) in the CETIS Dialer software*

Some of these settings may be overridden during installation

- during startup of CETIS Dialer (using command line parameters), or
- when the program is running (using the Settings dialog box of CETIS Dialer).

b) *Install Options*

Two settings may be adjusted during the Install dialog (when installing the program CETIS Dialer For Lync).

These settings are:

- 4.2.8 "Automatic start after logon"
- 5.3.2 "Install Option: Start after Install" (for Personal Edition only)

Some of these settings may be overridden, using the command line or the Settings dialog box.

If a Settings file already exists, Install Options will *not* be applied.

c) *Command Line Parameters*

Settings applied from within the Command Line at the startup of CETIS Dialer will be copied to the settings file. These settings are also visible in the Settings dialog box.

The command line parameters are, however, only applied to the Settings, if the Settings file does not exist yet. This ensures that User defined settings (accomplished from within the Settings dialog box) will not be overwritten.

For a description of the command line format and its parameters refer to paragraph 4.4 "Using the Command Line".

d) *Settings accomplished from within the dialog box **Settings for CETIS Dialer For Lync***

The User may modify some settings using the dialog box *Settings for CETIS Dialer For Lync*. These settings override the settings on all other levels (hard-coded settings and command line parameters).

For details refer to paragraph 4.3 "Using the Settings dialog box" on page 16.

You could even manually edit or create the Settings file, although it is *not* highly recommended.

#### 4.1.1 Pre-configured CETIS Dialer For Lync

The Enterprise Edition of CETIS Dialer For Lync can be ordered pre-configured (e.g. by filling in the order form on [lyndialer.com](http://lyndialer.com)). In this case the settings you specify will be hard-coded default values in the delivered software. For more information refer to item a) "*Pre-set settings (hard-coded) in the CETIS Dialer software*" of paragraph 4.1 "Four Levels of Settings Configuration".

### 4.2 Available Settings

The following parameters may be modified:

- Call Shortcut key  
(see paragraph 4.2.1 "Call Shortcut key")
- Default Country  
(see paragraph 4.2.2 "Default Country")
- Enabling or disabling automatic software updates  
(see paragraph 4.2.3 "Enabling or disabling Automatic Software Updates")
- Direct Calling or Indirect Calling  
(see paragraph 4.2.4 "Direct Calling or Indirect Calling")
- User interface language  
(see paragraph 4.2.5 "User interface language")
- Maximum length of internal phone numbers  
(see paragraph 4.2.6 "Maximum Length of internal phone numbers")
- Preserving Clipboard content  
(see paragraph 4.2.7 "Preserving Clipboard contents")
- Automatic start after logon  
(see paragraph 4.2.8 "Automatic start after logon")

### 4.2.1 Call Shortcut key

The Call Shortcut key is the key that the User needs to press to initiate the call, after he or she has selected the Target (phone number or SIP address) in the active window.

The default key for the Call Shortcut key is F8.

The default value can be changed either using the Settings dialog box (see paragraph 4.3 "Using the Settings dialog box") or using the command line when starting CETIS Dialer. The command line settings will only be effective if the settings file does not yet exist (see also paragraph 4.4 "Using the Command Line").

**Note** As soon as the User clicks the **OK** button in the Settings dialog box, the CETIS Dialer program checks if the selected shortcut key is already used by another program or by the Windows operating system. If this is the case, a corresponding error message is displayed underneath the Call shortcut Field, and the User must choose another Call Shortcut key.

#### 4.2.1.1 Suggested Call Shortcut key

When the User clicks the down-arrow of the combo box **Call Shortcut key** a list of suggested keys (and key combinations) will be shown. Most of the suggested keys are keys that are not often used by Microsoft Windows, Microsoft Office, or Microsoft Internet Explorer. Exceptions are namely: Suggested keys F6, F8, F9, and F10 (which are often used by other programs), are the preferred keys in case the User wants to press only a *single* key to initiate a call.

#### 4.2.1.2 Other than suggested keys

If the User prefers to use other than one of the suggested keys, there are two workarounds:

##### **Workaround A: Using the Settings dialog box**

The User can type any key combination designators, like "CTRL+X" (type without quotes) into the **Call Shortcut key** combo box of the Settings dialog box.

To be sure that the key has been accepted the User should check it by closing the Settings dialog box and open it again.

The use of the Settings dialog box is depicted in paragraph 4.3 "Using the Settings dialog box" on page 16.



***Workaround B: Using the command line***

Any key combination may be specified in the command line as long as the key is not already reserved by another application.

The use of the command line and its limitations are depicted in paragraph 4.4 "Using the Command Line" on page 19.

**4.2.2 Default Country**

Phone numbers which are not preceded by a plus sign ("+"), will be modified by CETIS Dialer to contain the plus sign and a Country Calling Code. Refer also to paragraph 2.3 "Recognizing phone numbers" on page 6 for details about the Default Country.

The Default Country initially set at install time, may vary depending of the version of CETIS Dialer For Lync, and also depending on the configuration of your Windows system. The Default Country setting can be changed either from within the Settings dialog box or by using a command line parameter.

***Using the Settings dialog box to set the Default Country***

There is a dropdown list in the Settings dialog box to easily select the preferred Default Country. Each country is listed with its name followed by its two-letter Country Calling Code<sup>3</sup> in brackets.

See paragraph 4.3 "Using the Settings dialog box" on page 16 for how to use the Settings dialog box.

***Using a Command Line Parameter to set the Default Country***

The command line switch `/DefaultCountry` can be used to set the Default Country. The switch needs a two-letter Country Calling Code as an argument, e.g.:

|    |                    |
|----|--------------------|
| CH | for Switzerland    |
| DE | for Germany        |
| FR | for France         |
| GB | for United Kingdom |
| LV | for Latvia         |
| US | for United States  |

---

<sup>3</sup> Code as defined in standard ISO 3166-1 alpha-2

For other countries refer either to the ISO standard<sup>3</sup>, or retrieve the code by checking the dropdown list 'Default Country' in the Settings Dialog Box of CETIS Dialer For Lync. Each country is listed there with its name followed by its two-letter Country Calling Code in brackets.

See paragraph 4.4 "Using the Command Line" on page 19 for how to use the command line parameters.

### 4.2.3 Enabling or disabling Automatic Software Updates

The Personal Edition of CETIS Dialer For Lync can check for and download Software Updates automatically. For further information about software updates refer to paragraph 6.1 "Automatic Software Updates" on page 28.

By default, the Personal Edition of CETIS Dialer For Lync checks periodically for updates and downloads them without any user intervention.

The User can inhibit the automatic updating of software by unchecking the corresponding checkbox within the Settings dialog box (see paragraph 4.3 "Using the Settings dialog box" on page 16) or by using the corresponding command line parameter (see paragraph 4.4 "Using the Command Line" on page 19).

More information is contained in chapter 6 "Software Updates" on page 27.

### 4.2.4 Direct Calling or Indirect Calling

By default, the Call Box pops up whenever the Call Shortcut key is pressed; this behavior is named **Indirect Calling**. If the User prefers not to see the Call Box (i.e. the selected Target should be sent directly to Lync), the User can switch to **Direct Calling** by configuring this parameter accordingly.

Indirect Calling can be switched on or off either from within the Settings dialog box (see paragraph 4.3 "Using the Settings dialog box" on page 16) or by using the corresponding command line parameter (see paragraph 4.4 "Using the Command Line" on page 19).

More information about the Call Box can be found in paragraph 2.1.1 "Initiating phone calls if 'Indirect Calling' is ON" on page 2.

A sample Call Box is depicted in Figure 1 on page 3.

**Note** Independent of this setting, the Call Box will always pop up if

- no text is selected in the active window, or
- the selected text does not contain a reasonable Target (phone number or e-mail address).

### 4.2.5 User interface language

The user interface is available in several languages (currently English, German and French).

By default, CETIS Dialer adopts the language of the Windows operating system.

The user interface language can be changed either from within the Settings dialog box (see paragraph 4.3 "Using the Settings dialog box" on page 16) or by using the corresponding command line parameter (see paragraph 4.4 "Using the Command Line" on page 19).

### 4.2.6 Maximum Length of internal phone numbers

Telephone numbers with less or equal a given length are treated as Internal Phone Numbers. When CETIS Dialer For Lync recognizes an internal phone number within the selected text, the phone number will be sent to Lync without adding plus sign and Country Calling Code.

By default, phone numbers with six or less digits will be recognized as internal phone numbers.

The maximum length of internal phone numbers can be specified using the corresponding command line parameter (see paragraph 4.4 "Using the Command Line" on page 19) or by editing the Settings File (see also paragraph 4.5 "Settings file" on page 22).

### 4.2.7 Preserving Clipboard contents

CETIS Dialer uses temporarily the Windows clipboard to read the selected text from the active window. This has the consequence that the original content of the clipboard is overwritten.

CETIS Dialer offers the option to preserve the clipboard content by saving before, and restoring it after transferring the selected text through the clipboard.

The default configuration of CETIS will not preserve the clipboard contents.

This behavior can be changed either from within the Settings dialog box (see paragraph 4.3 "Using the Settings dialog box" on page 16) or by using the corresponding command line parameter (see paragraph 4.4 "Using the Command Line" on page 19).

Paragraph 2.4 "Clipboard" contains some more information about the clipboard handling.

**Note** In Personal Edition of CETIS Dialer For Lync it is not possible to configure for preserving the clipboard contents, i.e. the corresponding checkbox is inactive (greyed out).

### 4.2.8 Automatic start after logon

During installation, it can be opted to add CETIS Dialer For Lync to startup folder. If the corresponding checkbox is not de-selected, CETIS Dialer For Lync starts automatically whenever the User logs on to the computer.

The behavior in Enterprise Edition is slightly different from the Personal edition:

For Enterprise Edition see Figure 9 – Dialog box for Install-time option (Enterprise Edition) on page 27.

For Personal Edition see Figure 8 – Dialog box for Install-time options (Personal Edition) on page 26.

The User may override the installation setting for automatic startup, via the section 'Automatic startup after Logon' in the Settings dialog box. Refer to paragraph 4.3 "Using the Settings dialog box" on page 16 for how to use the Settings dialog box.

This parameter cannot be set in the command line.

**Note** If the *Enterprise Edition* is installed and the Option 'automatic start after logon' was set, there is a special mechanism to override this option by the User. For more information refer to paragraph 5.4.1 "Install Option for automatic start (Enterprise Edition)".

## 4.3 Using the Settings dialog box

The User may change some settings of *CETIS Dialer For Lync* using the Settings dialog box (see Figure 5 below).

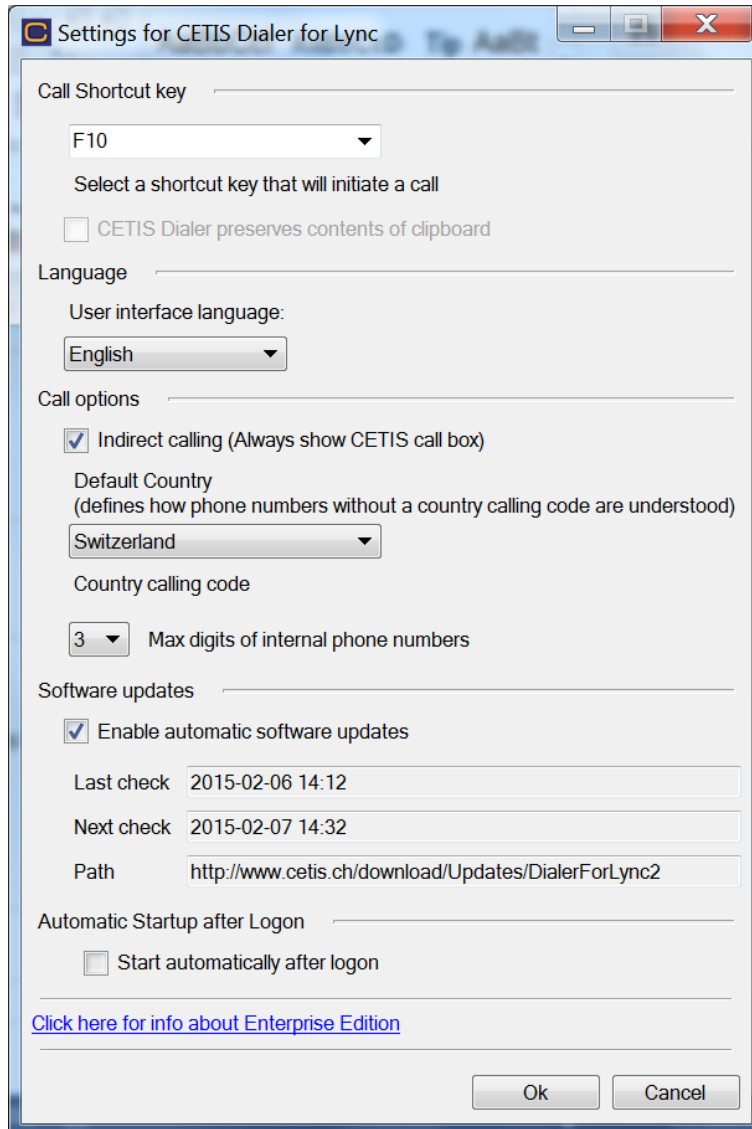



Figure 5 – Dialog box 'Settings for CETIS Dialer For Lync' (Personal Edition)'

#### Procedure:

1. Click with the left mouse button on the CETIS symbol  in the info bar.

Refer to paragraph 2.2 "Context Menu in Info bar" on page 3 to find out where the info bar resides.

2. In the context menu, click **Settings...**

This opens the Settings dialog box.

3. Change the settings as required.

4. Click **OK** to save the changes and close the dialog box.

The changed settings will be applied and also saved to the settings file. In case the settings file does not exist, it will be created. For more information refer to paragraph 4.5 "Settings file" on page 22.

In case you click **Cancel** the modified settings will not be applied nor saved to the settings file.

| Further information to this<br>Setting parameter  | will be found here  |
|---|---|
| Call Shortcut key                                 | 4.2.1 Call Shortcut key<br>on page 12                                   |
| Default Country                                   | 4.2.2 Default Country<br>on page 13                                     |
| Enable automatic software<br>updates              | 4.2.3 Enabling or disabling Automatic<br>Software Updates<br>on page 14 |
| Indirect Calling (Always shows<br>CETIS Call Box) | 4.2.4 Direct Calling or Indirect Calling<br>on page 14                  |
| User Interface Language                           | 4.2.5 User interface language<br>on page 15                             |
| Maximum Length of internal<br>phone numbers       | 4.2.6 Maximum Length of internal<br>phone numbers                       |
| CETIS Dialer preserves contents<br>of clipboard   | 4.2.7 Preserving Clipboard contents                                     |
| Automatic startup after logon                     | 4.2.8 Automatic start after logon<br>on page 16                         |

#### Note

The Settings dialog box may open automatically on startup of CETIS Dialer For Lync. This happens whenever some settings in the Settings file or the command line are illegal; mainly if the Call Shortcut key cannot be recognized or it is already reserved by another program.

## 4.4 Using the Command Line to apply settings

In some IT environments it may be advantageous to accomplish the initial configuration of CETIS Dialer Enterprise Edition using the command line switches.

**Important** The *Personal Edition* of CETIS Dialer For Lync does *not* support Command Line switches to apply settings. The text in this sub-chapter only refers to the Enterprise Edition.

**Important** Settings defined in the command line will be ignored if the Settings file already exists. (The settings file will be created as soon as the User changes some settings from within the Settings dialog box, or some settings have been applied by the command line on a previous start of the CETIS Dialer program.)

The following list shows the available command line parameters, so-called Switches, together with their arguments. The arguments are shown enclosed in curly brackets. The Pipe character ("|") represents an exclusive OR operator.

The format of the command line is:

**Cetis.Dialer.exe** [*Switch*] [*Switch*] ...

For further information see also examples in paragraph 4.4.1 "Command Line Examples".

All Switches are optional. The following switches are available:

**/CallShortcutKey** {Alt+0 | Alt+1 | ... | Windows+Shift+F9}  
**/DefaultCountry** {AF | AL | ... | ZW}  
**/EnableSwUpdate** {true | false}  
**/IndirectDialing** {true | false}  
**/Language** {de | en | fr}  
**/MaxLengthInternalNr** {2 | 3 | 4 | 5 | 6 }  
**/PreserveClipboard** {true | false}

There is also a command line switch to display a help text:

**/Help**

If the **/Help** switch is used, the program CETIS Dialer For Lync will display the help text (see Figure 6 on page 21) and terminate. If the program is already running, a second instance of the program will display the help text and terminate.

The arguments for the switches are:

| Switch               | List of possible Arguments<br>(type without quotes)      | Comment  |
|----------------------|--|--|
| /CallShortcutKey     | "Alt+1"<br>"F8"<br>"Windows+K"<br>"Ctrl+Shift+X"<br>etc. | For further details, see paragraph 4.2.1 "Call Shortcut key" on page 12.   |
| /DefaultCountry      | "CH"<br>"DE"<br>"US"<br>etc.                             | Two-letter Country Calling Code, e.g. "CH" for Switzerland, "DE" for Germany, "US" for United States.<br>See also paragraph 4.2.2 "Default Country" on page 13.                |
| /EnableSwUpdate      | "true"<br>"false"  | For further details, see paragraph 4.2.3 "Enabling or disabling Automatic Software Updates" on page 14.  |
| /IndirectDialing     | "true"<br>"false"  | For further details, see paragraph 4.2.4 "Direct Calling or Indirect Calling" on page 14.  |
| /Language            | "de"<br>"en"<br>"fr"                                     | Currently the languages English ("en"), French ("fr") and German ("de") are supported.<br>See also paragraph 4.2.5 "User interface language" on page 15.                       |
| /MaxLengthInternalNr | "2"<br>"3"<br>"4"<br>"5"<br>"6"                          | Telephone numbers with this number of digits (or less) will be handled as internal numbers.<br>See also paragraph 4.2.6 "Maximum Length of internal phone numbers" on page 15. |
| /PreserveClipboard   | "true"<br>"false"  | For further details, see paragraph 4.2.7 "Preserving Clipboard contents" on page 15.   |
| /Help                | (N/A)  | See also example in paragraph 4.4.1 "Command Line Examples" on page 20.  |

#### 4.4.1 Command Line Examples

The following examples present some typical usage of command line settings.

`Cetis.Dialer.exe`

starts CETIS Dialer For Lync without applying any command line settings



```
Cetis.Dialer.exe /CallShortcutKey F10 /Language en /IndirectDialing false
```

starts CETIS Dialer and applies F10 as a Call Shortcut key, English as user interface language, and configures for Direct Calling

Be aware, that these settings are only applied if the Settings file does not yet exist.

```
Cetis.Dialer.exe /help
```

displays the help message as shown in Figure 6 - Help text triggered from command line.

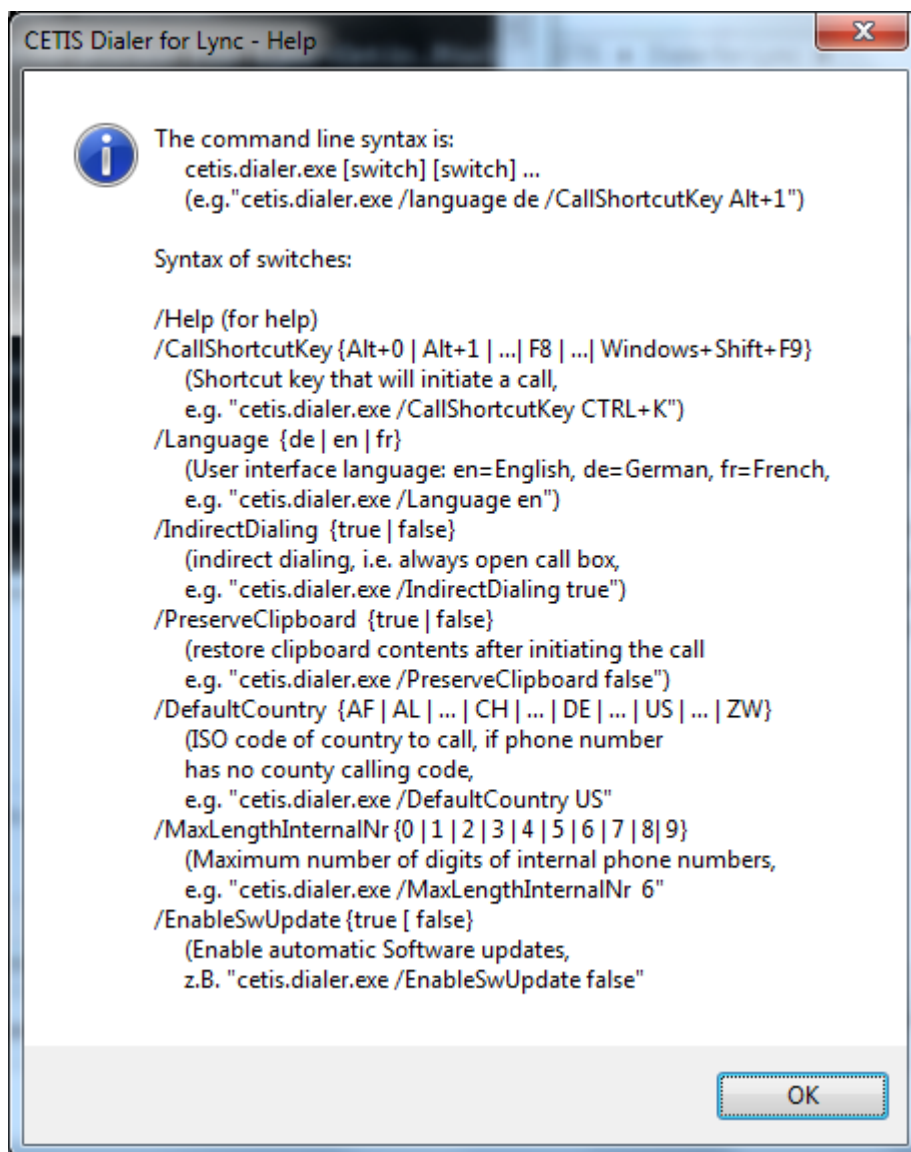


Figure 6 - Help text triggered from command line

**Tip** If the help window is active and you press the Windows shortcut for **Copy** (usually this is Ctrl+C) the text of this

window will be copied to the clipboard, and you will be able to paste this text into another document.

## 4.5 Settings file

The configuration for CETIS Dialer For Lync is stored in the settings file, named **CetisDialerForLyncSettings.xml**. This file is in XML format and is stored in a folder belonging to the corresponding User. E.g. in Windows 7 it is stored in

```
C:\Users\Username\AppData\Roaming\CETIS
  \Dialer for Lync\UserSettings\CetisDialerForLyncSettings.xml
```

or more general

```
%userprofile%\AppData\Roaming\CETIS
  \Dialer for Lync\UserSettings\CetisDialerForLyncSettings.xml
```

Please refer to the example file below.

```
<?xml version="1.0" encoding="utf-8"?>
<DialerForLyncSettings
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <Autostart>StartupAsInstalled</Autostart>
  <DefaultCountry>CH</DefaultCountry>
  <EnableSwUpdate>true</EnableSwUpdate>
  <CallShortcutKey>F10</CallShortcutKey>
  <IndirectDialing>true</IndirectDialing>
  <Language>en</Language>
  <MaxLengthInternalNr>3</MaxLengthInternalNr>
  <PreserveClipboard>>false</PreserveClipboard>
  <SettingsFormatVersion>4</SettingsFormatVersion>
</DialerForLyncSettings>
```

**Figure 7 - Sample of Settings file 'CetisDialerForLyncSettings.xml'**

## Supported XML Elements

| Tag of the XML Element  | List of possible Content<br>(one example per line) | Comment   |
|-------------------------|--|---|
| <Autostart>             | StartupAsInstalled<br>DoAutostart<br>NoAutostart   | For further details, see paragraph 4.2.8 "Automatic start after logon" on page 16.  |
| <CallShortcutKey>       | Alt+1<br>F8<br>Windows+K<br>Ctrl+Shift+X<br>etc.   | For further details, see paragraph 4.2.1 "Call Shortcut key" on page 12.  |
| <DefaultCountry>        | CH<br>DE<br>US<br>etc.                             | Two-letter Country Calling Code, e.g. "CH" for Switzerland, "DE" for Germany, "US" for United States. See also paragraph 4.2.2 "Default Country" on page 13.                |
| <Language>              | de<br>en<br>fr                                     | Currently the languages English ("en"), French ("fr") and German ("de") are supported. See also paragraph 4.2.5 "User interface language" on page 15.                       |
| <LastSwUpdateCheck>     |  |   |
| <MaxLengthInternalNr>   | 2<br>3<br>4<br>5<br>6                              | Telephone numbers with this number of digits (or less) will be handled as internal numbers. See also paragraph 4.2.6 "Maximum Length of internal phone numbers" on page 15. |
| <PreserveClipboard>     | true<br>false                                      | For further details, see paragraph 4.2.7 "Preserving Clipboard contents" on page 15.  |
| <SettingsFormatVersion> |  | Do not change   |

## 5 INSTALLATION AND LICENSING

### 5.1 Personal Edition and Enterprise Edition

There are two editions of CETIS Dialer For Lync

- Personal Edition
- and
- Enterprise Edition

The following table shows the main differences between the two editions:

|                                | Personal Edition  | Enterprise Edition  |
|--------------------------------|---|---|
| <b>Program delivery</b>        | downloadable from <a href="http://www.lyncdialer.com">www.lyncdialer.com</a>  | Download link will be sent by Cetis Inc.  |
| <b>Licensing</b>               | Currently free for installing on your personal device(s). If you want to distribute it in an organization the Enterprise Edition is required. | Enterprise License, order on <a href="http://www.lyncdialer.com">www.lyncdialer.com</a> |
| <b>Default Settings</b>        | Fixed default values  | can be ordered with pre-configured defaults   |
| <b>Command Line parameters</b> | No  | Yes   |
| <b>Clipboard preserving</b>    | No  | Configurable  |
| <b>Type of installation</b>    | Per User<br>no administrator rights needed  | Per machine,<br>administrator rights needed   |
| <b>Updates</b>                 | Can automatically check for updates on Server of Cetis Inc., and automatically download and install updates                                   | Updates distributed by Administrator  |
| <b>Code is signed</b>          | Yes   | Yes   |

### 5.1.1 Command Line Examples

## 5.2 System Requirements

The systems requirements for CETIS Dialer For Lync are:

- a) Lync installation on the client computers
- b) Operating systems: Microsoft Windows 8.x, Microsoft Windows 7, Vista
- c) .Net Framework 3.5 or higher
- d) *CETIS Dialer For Lync* is installed on the client computers. There is no *CETIS Server*<sup>4</sup> component required,

## 5.3 Installation Personal Edition

The Personal Edition can be downloaded from the web site [www.lyncdialer.com](http://www.lyncdialer.com).

The software downloaded is a compressed file

`CETIS Dialer For Lync - Personal Edition Vn.n.nnn.0.zip`

it contains one single file named

`DialerForLyncPersonalEdition.msi`.

Follow the instructions on the Web page to install the software.

During installation you can configure two options (see also Figure 8 – Dialog box for Install-time options (Personal Edition)).

The options are:

- Install Option: Start on Login (see paragraph 5.3.1)
- Install Option: Start after Install (see paragraph 5.3.2)

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<sup>4</sup> CETIS Server is a server-based, Web-based CTI solution of Cetis AG

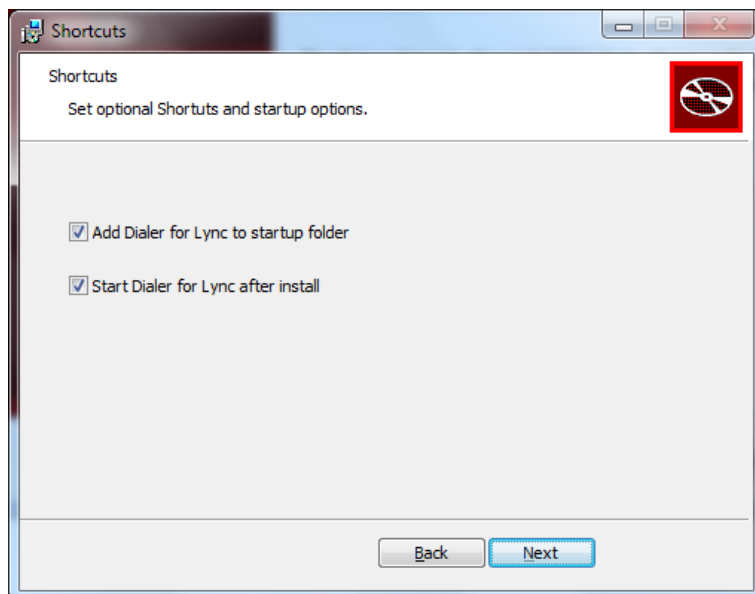


Figure 8 – Dialog box for Install-time options (Personal Edition)

### 5.3.1 Install Option: Start on Login

If you do not de-select the checkbox **Add Dialer for Lync to startup folder** CETIS Dialer For Lync starts on each login to Windows.

### 5.3.2 Install Option: Start after Install

If you do not de-select the checkbox **Start Dialer for Lync after install** CETIS Dialer For Lync will start automatically after you have installed it.

## 5.4 Installation Enterprise Edition

The software is delivered as compressed file and will contain a single msi file. Start installation by double-clicking the msi-file.

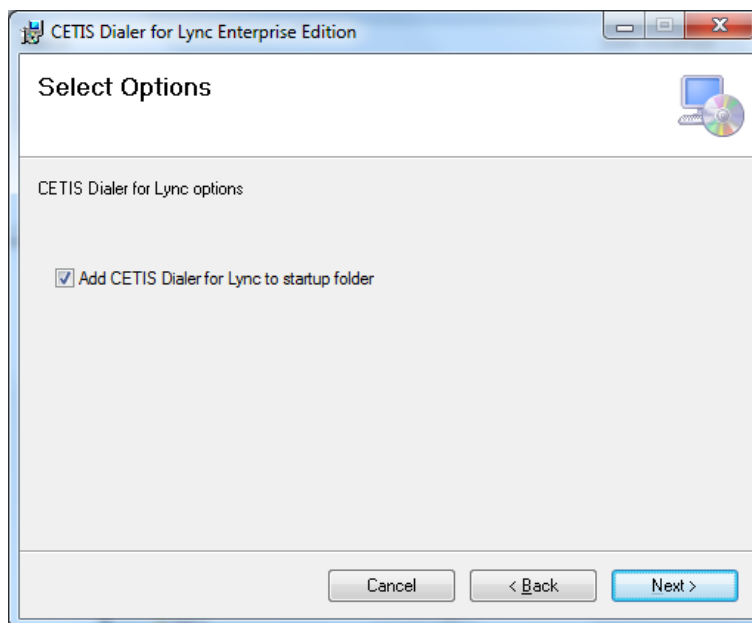
The software will be installed per machine, i.e. all Users using this machine have access to the CETIS Dialer For Lync program. The Settings are stored per User in an xml file. For details about the settings file see paragraph 4.5 "Settings file" on page 22.

The software will not start automatically after installation. If during installation the option 'Add CETIS Dialer For Lync to startup folder' was set, the startup link will be set for **All Users**. The program starts automatically each time a User logs on.

Although the Enterprise Edition of CETIS Dialer For Lync will probably be installed using a software distribution tool, we here describe the procedure for an installation on a single client.

#### 5.4.1 Install Option for automatic start (Enterprise Edition)

During installation the Administrator can choose whether to start CETIS Dialer For Lync automatically each time the User logs on. See also Figure 9 – Dialog box for Install-time option (Enterprise Edition).



**Figure 9 – Dialog box for Install-time option (Enterprise Edition)**

The User has the option to override this setting (see paragraph 4.2.8 "Automatic start after logon" on page 16).



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## 6 SOFTWARE UPDATES

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The program CETIS Dialer For Lync may be updated from time to time by the manufacturer Cetus Inc. There are three options for how to check for updates and to install the new software:

- a) Check automatically for updates and install updates automatically (currently only available for the Personal Edition of CETIS Dialer For Lync)

- b) Check manually for updates and install updates automatically (currently only available for the Personal Edition of CETIS Dialer For Lync)
- c) Uninstall the current version and re-install the new version

**Note** During the software update process, CETIS Dialer will be automatically stopped and started again.

## 6.1 Automatic Software Updates

Automatic Software Updates are only available for the Personal Edition of CETIS Dialer For Lync.

If Automatic updates are not disabled (see 4.2.3 "Enabling or disabling Automatic Software Updates" on page 14) CETIS Dialer For Lync checks at irregular time intervals if there is a software update available on the servers of Cetis Inc.

If there is a newer version available, CETIS Dialer For Lync will download it, and update itself. This is done silently in the background without any user intervention.

### 6.1.1 Disabling automatic software updates

If it is undesirable, to update the software without any user intervention, the User has the option to inhibit both, automatic update checks and automatic downloading. See paragraph 4.2.3 "Enabling or disabling Automatic Software Updates" on page 14 for how to accomplish this.

### 6.1.2 Interval to check for updates

After starting CETIS Dialer, it will take at least 10 minutes until an update check takes place. After that, the test will be repeated about twice a week.

## 6.2 Manually initiated software updates

In case automatic updates are disabled, the User still has the option of manually checking and updating the CETIS Dialer For Lync software. Refer to paragraph 2.2.3 "Menu item 'Check for update..." on page 5 for how to accomplish it.



## 6.3 General information about software updates

### 6.3.1 Finding information about software version and updates

For diagnostic reasons some information about software updates is shown in the About box and in the Settings dialog box.

#### About box

Software version and date

#### Settings dialog box

|            |   |
|------------|---|
| Last Check | Date/Time of <i>last</i> checking for Updates;<br>Date and time are displayed in ISO format<br>(yyyy-MM-dd mm:ss)           |
| Next Check | Expected Date/Time of <i>next</i> checking for updates;<br>Date and time are displayed in ISO format<br>(yyyy-MM-dd mm:ss), |
| Path       | Path to the server for downloading/installing the<br>newest versions of the CETIS Dialer software.                          |

### 6.3.2 Information sent to the update server

The program will not transmit any data (besides its version number of the installed CETIS Dialer For Lync) from its computer to the update server nor to any other place.

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End of Document